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Jackson Raulston

Robert Schrader

Willard Sims

Lynn Sorell

Peggy Watson

Gary Whittington



CONTACT-CONCERN

of Northeast Tennessee, Inc.

March 6, 2002

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OFFICE OF THE
EXECUTIVE SECRETARY

David Waddell
Executive Secretary
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Docket No. 02-00127: Petition to Designate 211 for Non-Profit Health and Human Service Information and Referral (I & R) for the Counties of Sullivan, Johnson and Hawkins, Tennessee

Subject: Supporting Information for Petition, as discussed with Ms. Patsy Fulton

Dear Mr. Waddell:

The following supplemental information is provided to TRA:

1. The petitioner, CONTACT-CONCERN of Northeast Tennessee, Inc. is willing and able to comply with Rules of TRA, Division of Practice and Procedure as stated in Chapter 1220-1-1.
2. Attached are statements of CONTACT-CONCERN's budget for 2002 & 2003. This is evidence of "Financial Fitness"
3. There is no planned charge or a telephone company tariff to be charged for this service in the foreseeable future.
4. Copies of the supporting letters from the United Ways of Bristol, Johnson and Hawkins County are enclosed.

We look forward to hearing from you soon about our application.

Sincerely,

Nada J. Weekley
Nada J. Weekley
Executive Director

Cc: James M. Carson, President
Lynn Sorrell, 211 Task Team Leader



UNITED WAY OF GREATER KINGSPORT - PROGRAM BUDGET - BUDGET FORM 3

Agency: CONTACT-CONCERN of Northeast Tennessee, Inc.

Program I & R/Crisis Intervention	Fiscal 2001 Actual	Fiscal 2002 Revised (Full year)	% Increase/Decrease Over Prior Year	Fiscal 2003 Proposed (Full Year)	% Increase/Decrease Over Prior Year
Support and Revenue					
1. Allcations from United Way Kingsport	32,000	32,000	0.0	42,000	31.3%
2. Contributions	27,778	32,792	18.1%	32,792	0%
3. Restricted Contributions & Bequests					
4. Revenue/Grants from Government Agencies					
5. Revenue from other United Ways/Chests	3,550	2,050	(40%)	18,050	780%
6. Program Service Fees/Dues					
7. Sales of Materials/Special Events	8,103	13,500	70%	12,500	(7.4%)
8. Transfers from Endowment/Other Funds	5,721	13,100	129%	-0-	(100%)
9. Miscellaneous Revenues/Investment Income	516	270	(50%)	270	0%
10. Total Support and Revenue	77,668	93,712	21%	105,612	12.7%
Expenses					
11. Employee Compensation/Related Expenses	54,304	64,400	20%	67,288	4.5%
12. Operating Expenses	11,521	17,085	50%	21,002	22.9%
13. Professional Fees	532	600	10%	700	16.7%
14. Travel and Staff Training	1,692	1,700	0%	2,300	35.3%
15. Specific Assistance to Individuals	00	00	0%	00	0%
16. Membership Dues/Affiliated Organizations	1,134	2,069	80%	3,148	52.2%
17. Other Expenses (see below)*	4,384	4,630	10%	7,130	54%
18. Miscellaneous	769	50	(90%)	50	0%
19. Transfers to Endowments/Other Funds	00	00	0%	00	0%
20. Sub-Total Expenses	74,336	90,534	20%	101,618	12.2%
21. Depreciation	3,332	3,178	0%	3,994	25.7%
22. Total Expenses	77,668	93,712	20%	105,612	12.7%
23. Total Surplus or (Deficit)	- 00 -	- 00 -	0%	- 00 -	0%

* Note what items are included in "other" category: phone, internet, cable

Note: Depreciation should only be included in line provided above

CONTACT-CONCERN OF KINGSPORT, INC.

Kingsport, Tennessee

FINANCIAL STATEMENTS

and

Independent Accountant's Report

for

Years Ended

December 31, 2000 and 1999

Margaret G. Keith, CPA
Blountville, Tennessee
(423) 323-4168

CONTACT-CONCERN OF KINGSPORT, INC.
Kingsport, Tennessee

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Margaret G. Keith

Certified Public Accountant

2412 B Highway 75

Blountville, Tennessee 37617

Bus. 423-323-4168

INDEPENDENT ACCOUNTANT'S REPORT

Board of Directors
Contact-Concern of Kingsport, Inc.
P. O. Box 3336
Kingsport, Tennessee 37664

I have audited the accompanying balance sheet of Contact-Concern of Kingsport, Inc. (a Tennessee corporation) as of December 31, 2000, and 1999 and the related statements of revenue, changes in fund balance, and cash flows for the years then ended. These financial statements are the responsibility of the Company's management. My responsibility is to express an opinion on these financial statements based on my audit.

I conducted my audit in accordance with generally accepted auditing standards. Those standards require that I plan and perform the audit to obtain reasonable assurance about whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as, as evaluating the overall financial statement presentation. I believe that my audit provides a reasonable basis for my opinion.

In my opinion, the financial statements referred to above present fairly, in all material respects, the financial position of Contact-Concern of Kingsport, Inc. as of December 31, 2000 and 1999, and the results of its operations and its cash flows for the years then ended in conformity with generally accepted accounting principles applicable to not-for-profit organizations.

Margaret G. Keith

February 14, 2001

CONTACT-CONCERN OF KINGSPORT, INC.
Kingsport, Tennessee

BALANCE SHEET

December 31,

	2000	1999
<hr/>		
ASSETS		
CURRENT ASSETS		
Cash on hand and in banks	\$21,715.30	\$14,475.08
Investments	\$8,021.22	\$7,686.85
Prepaid Insurance	\$1,157.43	\$453.53
	<hr/>	
Total Current Assets	\$30,893.95	\$22,615.46
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PROPERTY AND EQUIPMENT		
Equipment	\$15,748.70	\$13,837.04
Furniture and Fixtures	\$6,097.99	\$5,623.00
Software	\$3,359.95	\$3,089.99
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	\$25,206.64	\$22,550.03
LESS: Accumulated depreciation	\$14,796.96	\$12,225.78
	<hr/>	
Property and Equipment (Net)	\$10,409.68	\$10,324.25
Leasehold Improvements (Net)	\$484.89	\$484.89
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Total Property and Equipment	\$10,894.57	\$10,809.14
	<hr/>	
Total Assets	\$41,788.52	\$33,424.60
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LIABILITIES AND FUND BALANCE

CURRENT LIABILITIES		
Accounts Payable	\$592.98	\$498.15
Payroll Taxes payable	\$0.00	\$0.00
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Total Current Liabilities	\$592.98	\$498.15
	<hr/>	
FUND BALANCE		
Unrestricted Fund Balance	\$41,195.54	\$32,926.45
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Total Liabilities and Fund Balances	\$41,788.52	\$33,424.60
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See independent accountant's report and accompanying notes.

CONTACT-CONCERN OF KINGSPORT, INC.
Kingsport, Tennessee
Statement of Revenue and Changes in Fund Balance
Years Ended December 31,
2000 1999

REVENUE					
United Way	\$22,166.00	33.0%	\$19,509.67	30.2%	
Churches	\$10,748.50	16.0%	\$11,026.54	17.1%	
Corporate	\$1,500.00	2.2%	\$1,250.00	1.9%	
Groups/Grants	\$2,480.00	3.7%	\$3,000.00	4.6%	
Individuals	\$1,520.00	2.3%	\$2,300.00	3.6%	
Community Chest	\$2,550.00	3.8%	\$4,000.00	6.2%	
Memorials/Recognition	\$2,745.00	4.1%	\$160.00	0.2%	
Annual Fund Drive	\$7,770.00	11.6%	\$7,394.00	11.4%	
Projects (Net)	\$7,914.20	11.8%	\$8,110.30	12.6%	
In-Kind Contributions	\$7,092.28	10.6%	\$7,503.91	11.6%	
Miscellaneous	\$40.09	0.1%	\$27.21	0.0%	
Gain on Sale of Assets	\$46.13	0.1%			
Interest Income	\$577.87	0.9%	\$315.53	0.5%	
	-----		-----		
Total Revenue	\$67,150.07	100.0%	\$64,597.16	100.0%	
	-----		-----		
EXPENSES					
Salaries	\$31,838.52	47.4%	\$30,143.53	46.7%	
Advertising/Promotion	\$1,904.37	2.8%	\$155.37	0.2%	
Conferences & Meetings	\$260.00	0.4%	\$189.67	0.3%	
Depreciation	\$3,080.62	4.6%	\$3,092.12	4.8%	
Dues	\$917.72	1.4%	\$671.00	1.0%	
Insurance	\$1,230.81	1.8%	\$771.36	1.2%	
Legal and Accounting	\$525.00	0.8%	\$500.00	0.8%	
Loss on Disposition of Asse	\$619.41	0.9%	\$942.74	1.5%	
Miscellaneous	\$53.49	0.1%	\$316.24	0.5%	
Postage	\$806.50	1.2%	\$784.17	1.2%	
Printing	\$375.15	0.6%	\$354.15	0.5%	
Rent	\$3,600.00	5.4%	\$3,600.00	5.6%	
Repairs	\$514.67	0.8%	\$648.18	3.1%	
Software Support	\$600.00	0.9%			
Supplies/Bank Charges	\$1,426.70	2.1%	\$989.68	1.5%	
Taxes-Payroll	\$2,867.54	4.3%	\$2,709.02	4.2%	
Taxes and License	\$170.00	0.3%	\$120.00	0.2%	
Telephone expense	\$4,850.48	7.2%	\$4,825.43	7.5%	
Training	\$32.90	0.0%	\$635.00	1.0%	
Travel	\$1,509.07	2.2%	\$538.78	0.8%	
Utilities	\$1,698.03	2.5%	\$1,976.94	3.1%	
	-----		-----		
Total Expenses	\$58,880.98	87.7%	\$53,963.38	83.5%	
	-----		-----		
Net Revenue Over (Under) Expen	\$8,269.09	12.3%	\$10,633.78	16.5%	
Fund Balance - January 1	\$32,926.45		\$22,292.67		
	-----		-----		
Fund Balance - December 31	\$41,195.54		\$32,926.45		
	=====		=====		

See independent accountant's report and accompanying notes.

CONTACT-CONCERN OF KINGSPORT, INC.
Kingsport, Tennessee

STATEMENTS OF CASH FLOWS

Years Ended December 31,

	2000	1999
Cash flows from operating activities:		
Net revenue	\$8,269.09	\$10,633.78
Adjustments to reconcile net revenue to net cash provided by operating activities:		
Prepaid expenses	(\$703.90)	(\$453.53)
Accounts payable	\$94.83	\$498.15
Depreciation	\$3,080.62	\$3,092.12
	\$2,471.55	\$3,136.74
Net cash provided (used) by operating activities-including restricted funds	\$10,740.64	\$13,770.52
Cash flows from investing activities		
Debt increase by note	\$0.00	\$0.00
Sale of equipment	(\$509.44)	(\$2,633.32)
Total Cash Applied	(\$509.44)	(\$2,633.32)
Cash flows from financing activities		
Acquisition of equipment	\$2,656.61	\$459.19
Purchase of Investments	\$334.37	\$863.84
Total Cash Applied	\$2,990.98	\$1,323.03
Increase (decrease) in cash and cash equiv.	\$7,240.22	\$9,814.17
Cash at beginning of year	\$14,475.08	\$4,660.91
Cash at end of year	\$21,715.30	\$14,475.08
	=====	=====

SUPPLEMENTAL DISCLOSURES

Interest paid

Income taxes paid

None

Note A

See independent accountant's report and accompanying notes.

CONTACT-CONCERN OF KINGSPORT, INC.
Kingsport, Tennessee

NOTES TO FINANCIAL STATEMENTS
Years Ended December 31, 2000 and 1999

NOTE 1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

Nature of Business

The company was formed to provide the community with a comprehensive telephone helpline staffed by trained volunteers who provide information and referral services, daily reassurance calls for approximately 50 elderly community residents, crisis intervention (with the assistance of professionals in the community), and answering services for several area agencies.

Depreciation

Fixed assets are being depreciated over their estimated useful lives as follows:

	Years of Life
Ductwork for Office	10
Equipment	5

NOTE 2. CONTRIBUTED SERVICES

A substantial number of volunteers have made significant contributions of their time to the organization. The value of this contributed time is not reflected in the statements, since it is not susceptible to objective measurement or evaluation.

NOTE 3. SOURCES OF REVENUE

The main source of revenue for the operation is from contributions directly and indirectly from the general public, businesses, and churches in the East Tennessee area.

NOTE 4. EXEMPTION FROM FEDERAL INCOME TAXES

The organization is exempt from Federal Income Tax under Section 501 (c) (3) of the Internal Revenue Code.

See independent accountant's report.



United Way
of Hawkins County

403 East Main Street
Rogersville, Tennessee 37857
Phone: 423/272-7379

EXECUTIVE DIRECTOR
Syble M. Testerman

JANUARY 19, 2002

NADA J. WEEKLEY
EXECUTIVE DIRECTOR
CONTACT-CONCERN OF NORTHEAST TENNESSEE
P. O. BOX 3336
KINGSPORT, TN 37664

DEAR NADA:

THIS LETTER IS IN RESPONSE TO YOUR LETTER OF DECEMBER 13, 2001, WHEREIN YOU ASKED FOR THE ENDORSEMENT OF THE UNITED WAY OF HAWKINS COUNTY FOR THE 211 SERVICE FOR HAWKINS COUNTY. THE UNITED WAY OF HAWKINS COUNTY BOARD OF DIRECTORS MET ON JANUARY 16, 2002, AND VOTED TO ENDORSE THE 211 SERVICE FOR HAWKINS COUNTY. THIS SERVICE SHOULD BE A VITAL LINK FOR THE CITIZENS OF HAWKINS COUNTY TO THE HEALTH AND HUMAN SERVICES AVAILABLE FOR THOSE WHO NEED THESE SERVICES.

THANK YOU FOR INCLUDING HAWKINS COUNTY AS YOU DEVELOP THE 211 SERVICES FOR THIS REGION. WE WILL WORK WITH CONTACT-CONCERN AS THIS SYSTEM IS BEING PUT INTO PLACE.

WITH SINCERE APPRECIATION,

CHARLSIE BORAGINE
PRESIDENT
UNITED WAY OF HAWKINS COUNTY



United Way
of Bristol

315 Eighth Street
Post Office Box 696
Bristol, Tennessee 37621-0696
Phone: (423) 968-4912
FAX: (423) 968-7613

February 13, 2002

Contact Concern
Nada Weekly
P.O. Box 3336
Kingsport, TN 37664

Dear Nada:

On behalf of the Board of Directors of the United Way of Bristol, thank you for sharing information with me regarding Contact Concern's efforts to organize and implement the 211 system for Sullivan County.

I understand that every year 911 receives thousands of calls that are not true emergencies. People in our community who need help, but not the kind of help provided by the 911-service place these calls. These people would better be helped by a central information and referral service such as 211.

I discussed this with my Executive Committee and Board of Directors in January and they unanimously agreed to support Contact Concerns efforts to implement this service in our community.

Thank you again and please keep me posted as this new and exciting process evolves. If you have any questions please call me at 423-968-4912.

Sincerely,

Lisa Cofer

Executive Director

lb



STATE OF TENNESSEE
DEPARTMENT OF CORRECTION
NORTHEAST CORRECTIONAL COMPLEX
P.O. BOX 5000
MOUNTAIN CITY, TENNESSEE 37683-5000
TELEPHONE (423) 727-7387 FAX (423) 727-5415

February 25, 2002

Contact Concern
Nada Weekly
PO Box 3336
Kingsport, TN 37664

Dear Nada:

On behalf of the Board of Directors of the United Way of Mountain City and Johnson County, thank you for sharing information with me regarding Contact Concern's efforts to organize and implement the 211 system for Johnson County.

I understand that every year 911 receives thousands of calls that are not true emergencies. People in our community who need help, but not the kind of help provided by the 911-service place these calls. These people would better be helped by a central information and referral service such as 211.

I discussed this with the Board of Directors in February's meeting and they unanimously agreed to support Contact Concern's efforts to implement this service in our community.

Thank you again and please keep me posted as this new and exciting process evolves. If you have any questions, please call me at 423-727-5328.

Sincerely,

Howard Carlton, President

HC/mw